




Queen's Learning Commons: Troubleshooting Mac Wireless Issues

1. Make sure the Wireless is turned off.
 - a. The Wireless Icon will look like this when it is turned on:

 - b. The Wireless Icon will look like this when it is turned off:

2. Click "network preferences".
3. Delete network, "QueensuSecure_WPA2" and click OK.
4. Apply the settings.
5. Go to the Spotlight search on your computer (available in Finder) and search "Keychain".
 - a. Click the first prompted link.
 - b. The "Finder" icon looks like this on your desktop:


- c. The "Spotlight Search" bar looks like this once in Finder:



- c. The "Spotlight Search" bar looks like this once in Finder:
6. Delete from Keychain: "entrust", "radius.its.queensu.ca", and "unknown".
7. Turn Wireless back on and connect to QueensuSecure_WPA2.
 - a. Login with your NetID and Password and press continue.
8. You should now be connected to the network. If this process did not work, please seek more help at the IT Help Desk in the Queen's Learning Commons in Stauffer Library.
 - a. See [Floorplan](#) for directions.